



Office Coordinator

Job Code: 2047

Originated: 9/2006

Salary Grade: 1280

FLSA: Exempt

Revised:

EEO Code: 24

Supervisory: Yes

HR Ordinance Status: Unclassified

CLASS SUMMARY

The fundamental reason the Office Coordinator position exists is to perform entry-level supervisory functions for the front line or customer service area support personnel. This position contributes to the day-to-day operation of the team, and reports directly to a Director level or above and may be utilized in any department in the city.

DISTINGUISHING CHARACTERISTICS

This is an entry-level supervisory position, which oversees the day-to-day operation of front line or customer service area support staff. This classification works under the general direction of the department Director.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Determines priorities, assigns work, schedules, and monitors staff work to assure quality continuous improvement(s). Selects and trains staff; and prepares performance reviews. Encourages employee involvement in decision-making and open communication. Assists team to develop skills in information sharing, conflict resolution and group empowerment. Has strong customer service work ethic and communicates that to staff supervised; works with staff to assure coverage, and completion of customer contacts.
- Implements new systems to improve service(s) and processes. Supervises a complex records management system specifically related to assigned area.
- Administers, justifies and monitors budgets for related work areas. Determines current and future needs for equipment, furnishings, etc.
- Coordinates completion of council action reports, MIS reports, meeting minutes, and other management related reports.
- Administers contracts for such services as: stenographers for Commission meetings, professional services, pre-employment exams, etc.
- Reviews, and monitors various confidential personnel related reports
- May schedule and coordinate Board and/or Commission meetings or hearings. May be assigned as Board and/or Commission Coordinator.
- May resolve difficult and sensitive citizen inquiries and complaints pertaining to violations, policies and procedures.
- May respond to situations requiring extensive knowledge of city ordinances and policies.

- Uses a wide variety of complex computer programs and operates an assortment of other office equipment including multiple-line telephones, two-way radios, paging systems, copier and FAX machines. Organizes and maintains disc storage and filing.
- Retrieves, inputs, and monitors customer data and history by accessing numerous computer screens.
- May perform the more complex accounting work in the division. Responsible directly or indirectly for large sums of money, either through justifying payments or invoices or through collection of fees.
- Assigned other special projects or on-going responsibilities specifically related to assigned department or division as needed.
- Supports organizational goals and strategies.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Office management procedures, business English, word processing, etc. Budgets, accounts payable/receivable, etc.; as well as city ordinances, practices, procedures, and terminology of governmental operations.

Ability to:

Produce written documents with clearly organized thoughts using proper grammar

Supervise a small to medium sized staff

Observe, review and check the work of staff members to ensure conformance to standards

Enter data or information into a terminal, PC or other keyboard device

Prepare, justify and monitor a budget

Establish and maintain effective working relationships with City officials, co-workers, management and the general public.

Communicate effectively both verbally and in writing with residential and commercial customers

Education and Experience

A High School diploma is required. Some college coursework is desirable. Must have a minimum of two years in a related position, as well as two years as a supervisor.

Licensing and Other Requirements

Must possess and maintain a valid Arizona Drivers License with no major driving citations in the last 39 months.

SUPERVISION RECEIVED AND EXERCISED

Directly supervises front line or customer service area support staff and carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Works under general supervision of a department Director level or above.

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WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operates a variety of standard office equipment, including a personal computer that requires continuous and repetitive eye and arm, or hand movement.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.